



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 676.1

Job Title: **BARC ADMINISTRATIVE SPECIALIST**

Pay Grade: 20

GENERAL SUMMARY:

Performs a number of specialized administrative functions at BARC, including adoptions, foster/rescue, spay/neuter, public education, volunteer and animal behavior.

RESPONSIBILITIES:

When assigned as an Adoptions Specialist:

- Becomes familiar with the animals available for adoption by getting to know their personalities and interacting with kennel staff to get insight into the animals they handle on a daily basis
- Understands and shares BARC adoption policies with adopters to proactively ensure all adopters are aware of restrictions and protocols throughout the process
- Assists adopters in choosing the right animal for their family by informally interviewing potential adopters and gauging their interests and lifestyle
- Solves problems for potential adopters and balance multiple adopters in a fast-paced environment
- Completes transactions using BARC's inventory software.

When assigned as a Rescue/Foster Specialist:

- Plans rescue organization transfers and fosters communications/transactions
- Communicates with foster parents and rescue organizations to ensure smooth transactions
- Recruits new organizations and maintain relationships with both current and prospective animal fosters and rescue organizations
- Uses BARC's animal inventory software to serve fosters and rescue organizations
- Solves problems for fosters and rescue organizations

When assigned as a Public Education Specialist:

- Participates with BARC's director and management to build an education curriculum focused on teaching Houstonians how to be responsible pet owners
- Designs presentations and collateral for students and adults on responsible pet ownership
- Makes presentations in schools and across the community regarding responsible pet ownership
- Builds and maintains relationships with HISD and other school systems to create a strong and lasting pet education curriculum

When assigned as a Volunteer Specialist:

- Recruits new volunteers through various online and in-person channels
- Trains new volunteers
- Develops activity plans for student and volunteer visits and arranges events
- Plans events and develops awards to honor BARC's best volunteers

- Develops and implements a retention plan for BARC volunteers
- Develops creative and innovative ways to engage potential and current volunteers to make their experience memorable and meaningful
- Recruits and develops volunteers to assist with specific tasks and activities
- Assists in coordinating offsite adoption events around Houston's community

When assigned as a Animal Behavior Specialist:

- Works closely with BARC management to set clear goals and objectives to properly maintain an effective animal behavior program at BARC
- Organizes and implements animal-related behavior initiatives at BARC
- Develops behavior action plan for adoptable and potentially adoptable animals within the shelter
- Conducts staff and volunteer training to disseminate animal behavior knowledge to all team members responsible for animal interaction.
- Creates, manages and maintains a basic weekend dog-training class
- Coordinates cat training for adoptable and potentially adoptable cats in the shelter

When assigned as a Spay/Neuter Specialist:

- Organizes spay/neuter community events in Houston
- Participates in efforts to raise awareness of the importance of spaying/neutering pets and the community impact of spay/neuter education
- Keeps records of BARC's spay/neuter efforts and events
- Develops creative approaches to improving and expanding spay/neuter outreach at BARC
- Develops flyers and visits target communities to educate on the importance of spay/neuter initiatives and advertise upcoming events

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Business Administration, Liberal Arts, or a related field.

EXPERIENCE:

Three years of administrative experience are required. Administrative experience may be substituted for the above education requirement on a year-for-year basis.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to moderate expenses and inconveniences. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally functions autonomously, with the supervisor available to answer questions as they arise.

SUPERVISION EXERCISED:

Direct Supervision:

No direct reports.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

SPECIFICATIONS: (continued)

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer. Will work with volunteers and customers daily.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Position sometimes requires time spent outdoors.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

- BARC Administrative Specialist
- BARC Outreach Supervisor
- BARC Administration Manager
- BARC Marketing and Outreach Manager

Effective: December 2015